

Sample Annual Operating Plan

This appendix describes the minimum requirements of the holder's Annual Operating Plan and application regarding the operating season, staffing, operations and maintenance services provided, and minimum standards to be met. The Forest Service will use the information that the applicant provides to rate the applicant against the “Proposed Operating Plan” evaluation criteria. The successful applicant's proposal will become a part of his/her Annual Operating Plan.

The holder must also meet the additional standards and requirements specified in this section for the recreation sites listed in this prospectus. Applicants are required to propose how they will meet or exceed the minimum standards described in this appendix.

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Annual Operating Plan

1. Operating Season:

The dates specified in the prospectus under section I.C., Description of Developed Recreation Sites and Facilities, are the typical operating seasons. Cliffside Lake Recreation area and Van Hook Glade Campground will be operated, at a minimum, from April 1st until October 31st. All sites will be open and operational seven days per week, including holidays, during the operating season. Applicants need to state the period of time in which they will plan to operate the sites listed in this prospectus if different than those shown in I.C.

Applicants may also list additional shoulder seasons that they would propose. The holder must keep the Forest Service informed of proposed changes to the typical season dates.

2. Staffing:

The holder's proposal shall ensure adequate staffing to meet the requirements outlined in this prospectus. The holder will be responsible for furnishing all personnel and for adequately training and supervising their activities while performing under the provisions of the permit.

Minimum staffing requested 2 host couples.

The holder must meet the requirements of state and federal laws, including those governing employment, wages, and worker safety. Applicable laws include, but are not limited to, laws governing equal opportunity, civil rights, fair labor standards, minimum wage, Davis-Bacon Wage Rates (for Granger-Thye fee offset), workers' compensation, Occupational Safety and Health Administration (OSHA) regulations, Americans with Disabilities Act, and immigration laws regarding employment of non-citizens.

2a. Supervision/Management

The holder must designate a representative(s) who will serve as the liaison between the holder and the Forest Service and have full authority to act on the terms of the special use permit.

One Designated Management Couple and One Host Couple.

There may be more than one designee, each of whom has the authority to act on one or more permit terms (e.g., one person may deal with operations issues, one may deal with maintenance issues, and another may deal with financial issues). The designee(s) names, or the appropriate job title(s), must be included in the proposal.

2b. Personnel

In addition to the requirements outlined in the Supervision/Management section above, the Forest Service recommends that hosts or site managers be located at the sites listed below. A history of operations experience indicates that having personnel stationed at these sites is very useful in providing the quality of services required to meet standards due to the complexity of operations which occurs at these sites.

The permit holder is required to include their proposed staffing hours, schedules, and personnel locations for operations and maintenance in the application. The holder shall include job descriptions and level of authority for all employee positions described. The Forest Service will regularly review employee performance and, when appropriate, recommend personnel action to the holder.

Site Name	Recommended # of Hosts
Cliffside Lake Recreation Area	2
Van Hook Glade Campground	2
McCall Cabin	0

2c. Employee Training

The proposal must identify any employee training program(s) that the holder will offer to employees. At a minimum this should include the Forest Service-approved *Good Host Training* and *Recreation Site Cleaning* training. The Forest Service may attend and/or participate in training sessions.

2d. Employee Conduct

The holder is responsible for the conduct of his/her employees. Employees are expected to comply with all applicable Federal, state, and local laws, and to conduct themselves in a professional manner at all times. The special use permit does not shield the holder or his/her employees from prosecution if they violate any laws, either while performing their duties or while on their own time. Federal prohibitions include, but are not limited to:

- Engaging in conduct prohibited by the *Code of Federal Regulations* (36 CFR 261).
- Using or being under the influence of intoxicating beverages or narcotic drugs while on duty or representing the permit holder.

2e. Uniforms and Vehicle Identification

At a minimum, the holder should provide their employees with a professional uniform that includes a name tag identifying them as concessionaire employee. The holder may not wear any component of the Forest Service uniform (including official Forest Service volunteer uniform components). Employees will maintain this uniform in a clean and presentable manner while performing duties. While conducting cleanup duties in the campground, the attendant may wear coveralls with the same insignia of the permittee.

At a minimum, holder vehicles shall be clean, quiet, and well-maintained. A professional quality sign including the concessionaire's name must be displayed on each side of each vehicle used at concession sites. According to CFR prohibitions, All-terrain Vehicles (ATV) and motorcycles may not be used at concession sites without prior written approval from the Forest Service. If these vehicles are approved for use, they may not be driven off designated roads or trails.

A description of holder uniform components and vehicle identification devices shall be included in the proposal and are subject to final approval by the Forest Service.

3. Customer Service

The holder shall develop and implement methods and mechanisms for responding to customer's needs in a helpful and professional manner, giving timely and courteous information and assistance, and doing those things necessary to ensure that customers have a safe and enjoyable stay on their National Forest.

The holder shall make Customer Service Comment Cards available to the public. A sample comment card is included as Appendix 7.

As part of a continuing effort to better serve the needs of the customer, the Forest Service reserves the right to conduct random use counts and surveys in the areas included in this permit, and to converse with visitors on-site regarding the service they are receiving. Such surveys may be used for ongoing monitoring, as well as part of the holder's Annual Performance Evaluation.

4. Pre-Season Operations

Before opening a site for the season, the holder will be responsible for meeting the following pre-season inspections and maintenance standards.

4a. Safety and Hazard Tree Inspections

A safety inspection, to include hazard tree identification, will be performed on each developed site on an annual basis. This inspection shall occur prior to the sites being opened to the public. Each inspection will be documented in writing in a format acceptable to the Forest Service. The holder will be responsible for correcting any safety deficiencies, including dropping hazardous trees, prior to opening the site to the public. Actions proposed to correct deficiencies must be approved by the Forest Service in order to ensure environmental protection and public safety.

4b. Water Systems

Most of the developed sites included in this offering have potable water systems. The holder is responsible for meeting all applicable health and safety standards. It is the responsibility of the holder to ensure that these water systems are properly shut down during the winter season and then turned back on before opening the sites. The holder shall become familiar with the different water systems so they can be prepared to service and maintain them to standard. The Forest Service will provide assistance during the initial year to help the holder become familiar with each water system. If Forest Service assistance is required in subsequent years, the holder may be billed for all government expenses related to these services. The holder will be responsible for keeping the electric on in the well houses and shower house/restrooms in the off season after the system is drained.

Before water from a seasonal system is served to any employee or the public, the following steps will be performed on the system in order to meet water quality and safety standards:

- Clean the inside of the well house and shower houses,
- Thoroughly flush the entire system to remove any foreign matter,
- Distribute a chlorine solution throughout the system that tests in excess of 10 parts per million (ppm) at the most distant hydrant; allow the solution to sit for a minimum of 24 hours to sanitize the system, and
- Obtain a satisfactory "safe" bacteriological test result through a state-certified testing laboratory. The test cannot be taken until 24 hours after flushing the chlorine solution from the system.

Further information about the potable water systems and state testing requirements may be obtained from the Forest Service and the Macon County Department of Health.

4b. General Facilities Maintenance

In order to ensure environmental protection and public safety, a thorough safety and maintenance inspection of each site and all facilities shall be completed and documented before the sites are opened to the public. These inspections shall be documented in a format acceptable to the Forest Service.

The Forest Service requires that a thorough cleaning of all facilities should be completed at this time so sites meet standards when they are opened to the public. The Forest Service also requires that all maintenance needs should be accomplished at this time or documented for future attention.

5. Open Season Operations

Once a site is open for the season, the holder will be responsible for meeting the operations and maintenance standards listed below.

5a. Water Systems

The holder is responsible for compliance with all applicable federal, state, and local drinking water laws and regulations for the operation and maintenance of a public water system. This includes the testing and maintenance of all potable water systems in accordance with North Carolina State and US Forest Service regulations. If current regulations change and it becomes necessary to perform additional or different tests, the holder shall be responsible for compliance and associated costs.

Current Forest Service water testing requirements call for bacteriological water samples to be taken at least once a month. One or two investigative bacteriological samples must also be taken prior to opening to the public (the number of samples will depend on the date the water system is opened). A nitrate/nitrite test for each potable water system is also required once per year. Sulfate testing may be required depending on the site. In the event of an “unsafe” sample test result, the permit holder is required to complete all required notifications and conduct all required retesting. See Appendix 4: Concession Special Use Permit (FS-2700-4h), section V.B, for more information on notification and reporting requirements.

The holder is responsible for all repairs of the water systems necessitated by vandalism, natural events, forces of nature, and events attributed to holder actions or negligence. Valves, water lines, or other system parts that break due to any water being left in the system and subsequently freezing over winter shall be the responsibility of the holder.

When a campground or other facility that typically has a potable water source does not have potable water available due to system failure, “unsafe” water sample test results, or any other reason, fees charged to the public may not exceed 50 percent of the normal price. An alternative source of potable water may be provided to remove this fee restriction.

A water systems Operations and Maintenance log shall be kept for all water systems. At a minimum, this log shall include: 1) dates and results of all testing, inspections, cleanings, repairs, or adjustments to pressures, and 2) chlorination amounts. The log will also be available for review at the request of the permit administrator or Authorized Officer.

5b. General Maintenance

Light maintenance needs may be initiated without Forest Service approval. The Forest Service recommends that

light maintenance needs be documented. An example of light maintenance is painting and maintaining tables and buildings to Forest Service standards. Major maintenance or improvement projects may be applicable to Granger-Thye Fee Offset provisions; however, they must be documented and submitted to the Forest Service for approval prior to implementation.

5c. Interference with Normal Use of Recreation Sites

The holder shall make every reasonable and prudent effort to avoid interfering with the normal use and occupancy of recreation areas while engaged in the performance of permit responsibilities. This requirement will help to ensure meeting responsiveness standards.

If a facility is being used at the time the holder has scheduled site cleaning or maintenance, the holder is expected to request permission to work in the site at that time or ask when it will be convenient to do so. The holder and their employees shall project a “Good Host” image, especially when inconvenienced by the customer.

5d. Standards for Site Facility Cleaning and Maintenance

The holder shall be responsible for meeting the standards listed below when cleaning and maintaining facilities.

5d1. All Facilities

- Graffiti is removed within 24 hours of discovery or notification. Vandalism is corrected or mitigated within one week of discovery or notification.
- Facilities are clean and well-maintained.
- The numbers of visitors and vehicles are kept at or below site capacity.
- A site safety inspection is completed annually and documented in a format acceptable to the Forest Service. Documented high risk conditions are corrected prior to use.
- High risk conditions that develop during the use season are mitigated or the site is closed.
- Electrical systems meet applicable state and local regulations.
- Facilities, when signed as accessible, meet guidelines in USDA FS Accessibility Guidebook for Outdoor Recreation and Trails (2012).
- All facilities, including parking and use areas, meet Forest Service design standards and guidelines in USDA FS Accessibility Guidebook for Outdoor Recreation and Trails (2012).
- Vandalism is corrected or mitigated within one week of discovery or notification.
- Grass and overhanging brush must be kept trimmed around tables, bulletin boards, water hydrants, barriers, signs, buildings, parking areas, paths, living spaces, tent sites, and other facilities.
- Keep all facilities opened and maintained in the campground during the minimum operating season.
- To keep humans from unhealthy exposures to human waste, human waste is removed immediately upon discovery or notification.
- When a toilet vault becomes three-fourths full, complete pumping is required. In the final year of the permit, toilet vaults that are more than 50 percent full shall be completely pumped then primed with 100 gallons of clean water. Recommend proper blue John or other chemical for odor as needed.
- All other types of sewage treatment systems must be maintained with the solids pumped and meet state and federal standards.
- Toilets are clean, disinfected and free of objectionable odor.

- Restrooms are functional and in good repair.
- The outside step and exterior of buildings will be kept free of dirt and debris.
- Walkways and trails shall be kept free of obstructions or excess vegetation.
- Any fly strips, deodorants, disinfectants, or signs will be supplied by the permittee and approved by the Forest Service in order to ensure environmental protection and public safety.
- Toilet paper will be stocked at all times and supplied by the permittee.

5d3. Tables

- Excessive grass or vegetation shall be trimmed from around the table area.
- There shall be adequate vegetation, gravel, or other approved material around tables to prevent mud and erosion.
- Tables shall be level.
- Any broken components of tables or benches will be replaced within one week of discovery or notification

5d4. Fire Rings and Grills

- Fire rings are free of litter.
- Ashes, charcoal, and unburned wood shall be removed from fire rings and grills when there is less than four (4) inches of free side clearance.
- All ashes must be disposed of off National Forest System lands and in accordance with state and local laws and regulations. Ashes shall not be placed in dumpsters or trash cans while hot.
- Clear all combustible materials and vegetation away from fire rings to a minimum of three (3) feet.
- There shall be adequate gravel or other approved material around fire rings to prevent mud and erosion.
- Fire rings shall be level.
- Eliminate any rock fire rings or modifications that were not installed or approved by the Forest Service.
- Remove ashes from unauthorized fire rings and pits. Scatter the rocks and spread soil over these areas to make them less conspicuous.

5d5. Grounds

- Developed sites are free of litter and domestic animal waste.
- If the *pack-it-in pack-it-out* program is used, the message is prominently displayed and any accumulations of trash are removed within 24 hours of discovery or notification.
- It is recommended that garbage bags be provided to campground visitors when the *pack-it-in pack-it-out* program is used.
- Effects from recreation use that conflict with environmental laws are analyzed and mitigated as needed.
- Offered recreation opportunities, site development, and management are consistent with Recreation Opportunity Spectrum.
- Landscape character at the developed site is managed consistent with the Forest's Scenic Integrity Objectives.
- Loss of vegetation and erosion caused by recreation use is prevented and/or corrected.
- Nails, ropes, wire, or other such materials will be removed from trees whenever found.
- Grass and other ground vegetation shall be maintained to a maximum height of six (6) inches and a minimum distance of thirty-six (36) inches away from facilities unless otherwise agreed to, in writing, by the permit administrator.

5d6. Roads and Trails

- Effects from recreation use that conflict with environmental laws are analyzed and mitigated as needed.
- Walkways and trails will be maintained to Forest Service standards. When needed, clear trails of debris and overhanging vegetation and maintain proper drainage to minimize damage from water.
- Roads within or adjacent to developed sites are treated and maintained to control dust.
- Roads entering and in the facility must be mowed and woody vegetation kept out of the road and right of way.
- Ditches and culverts shall be cleaned and maintained to allow proper drainage.

5d7. Barriers

- Excess vegetation around barriers shall be trimmed to keep the barrier visible.

5d8. Water Hydrants

- Water hydrants shall meet state and federal standards.
- Replace the gravel sump when sour smelling, filled with dirt, or when excess water does not properly drain (Removed).
- In order to ensure environmental protection and public safety, each hydrant should be posted with a sign that states, “No washing dishes, bathing, washing hair or hands, or cleaning fish,” or a similar message.

5d9. Trash Receptacles

- Garbage does not exceed the capacity of the garbage containers.
- Garbage containers are animal resistant. (It may become necessary to temporarily close campgrounds if wildlife/human conflicts occur.)
- Garbage locations are clean and free of objectionable odors. Cleaning inside and out to occur twice a season.
- All trash shall be removed from National Forest System lands and disposed of in accordance with all state and local laws and regulations.
- The type, size, number, and locations of garbage containers proposed should be included in the application.

5d10. Site Markers

- Site markers shall be well-maintained, neatly arranged, and meet Forest Service signage standards.

5d11. Signs, Bulletin Boards, and Fee Stations

- Information boards look fresh, professional, uncluttered, and contain appropriate current and seasonal information. Multi-lingual information is provided as needed.
- Information board materials must comply with Forest Service Region 8 Information Board templates. These electronic files will be supplied to the holder upon request.
- The holder is required to include a poster on the site’s fee boards stating that the site is under permit from the Forest Service. Sample wording may be provided by the Forest Service.
- The holder is required to post signage with approved wording that indicates compliance with Title VI regulations. The “And Justice for All” poster would serve this requirement.
- Information boards shall include the Unicor P23-43 “Welcome To Your National Forests . . .”

poster, or an approved equivalent, in order to inform the public of rules and regulations included in 36 CFR 261.

- Signs, bulletin boards, and fee stations are well-maintained, neatly arranged, and meet Forest Service signage standards. Holder is responsible for damaged or missing signs. Regulatory and Interpretive.
- Shoulder season bulletin board signing shall include information as to whether or not potable water and trash service are available and what the expected closing date of the facility is.
- Hand written signs may be used temporarily (less than one week) for unexpected situations (e.g., if restrooms or water systems are inoperable).

5d12. Fee Notification

- If visitors are present in the campground on the day that fees go into effect, they will be notified, either in person or by leaving a conspicuous note that a fee will be required the following:

5d13. Swim Area Water testing

- The swimming area is required to have water tested according to state regulation. 15A NCAC 02B .0219 Fresh Surface Water Quality Standards for Class B waters.
- The Beach area and sand should be cleaned and free of trash and debris, including animal waste.

6. Post Season Operations

When closing a site for the season, the holder will be responsible for meeting the following post-season inspections and operations and maintenance standards. As services are reduced or campgrounds are closed, visitors shall be contacted one or two days prior to the change in service level to let them know about the expected changes. Entrance stations shall also have signs posted indicating the change in services.

In addition, the steps listed below should be taken at all sites.

6a. Water Systems

Shut down water systems prior to freezing temperatures according to the procedures required for each individual system. These procedures include:

- Draining all pumps, holding tanks, water lines, hydrants, faucets, etc. It is recommended to drain valves and lines by pressurizing them with an air compressor.
- Securing hand pumps so water is not available to the public during the time that it is not being tested.
- The electrical service is to remain on during the winter months to the buildings to provide heat system to further prevent freezing of pipes and system.

6b Utilities

The Forest Service recommends that the holder arrange for utility services to be shut down, with the exception of the electrical service, at the end of each season. Official final meter readings are required during the final season of operation under the terms of the permit. Secure garbage dumpsters to prevent overflow from offseason visitors. Permit holder will provide copies of utility invoices at the end of each season.

6c. Year-end Reports and Inspections

Turn in year-end reports required by the Forest Service. The Forest Service recommends that an annual final inspection of the campground be completed with the Forest Service, and future maintenance needs be documented.

6d. Joint End-of-season Inspection

A joint end-of-season inspection is required during the second-to-last and the last year of a permit term. These inspections will verify the condition of facilities and help to determine what additional maintenance needs may be required of the holder in order to fulfill the terms of the permit prior to expiration.

7. Site Hazards (Including Hazard Trees)

7a. Annual Site Safety Inspection

An annual site safety inspection is required. Documented high risk conditions are to be noted and corrected prior to opening the following season. Additionally, during the last year of the permit the holder will be required to remove the hazards.

7b. High Risk Sites – Closed Season

High risk site conditions that develop during the closed season are mitigated or the site will not be opened the following year.

The holder shall take all measures necessary to protect the health and safety of all persons affected by the concession activity. More specifically, the holder is solely responsible for identifying, correcting, and reporting all safety hazards to the authorized officer. The Forest Service has no duty under the terms of the permit to inspect the permit area or operations of the holder for hazardous conditions or compliance with health and safety standards.

In order to meet safety and security standards, the holder should take the following steps as safety hazards are identified:

- Inform those who are in immediate danger,
- Take necessary actions to protect the public, at least temporarily,
- Immediately report the hazard to the Forest Service, even if there is no immediate danger to the public,
- Immediately report the hazard to any other employees who might be affected, and
- If possible, remove the hazard and document the removal.

The holder will immediately close the affected sites and immediately notify the authorized officer and/or their permit administrator of any hazards in the area that the holder is not able to remedy.

7c. Removal of Hazardous Objects

Trees shall be kept free of nails, rope, wire, unsafe branches, and other hazards that might endanger users or

damage the trees. Rocks, logs, sticks, or other similar natural or human-made objects that create a safety hazard or an unsightly condition shall be removed from the permit area daily.

7d. Identification and Removal of Hazardous Trees

The holder is responsible for identifying and removing all hazard trees subject to Forest Service review. All sites and facilities within 200 feet or two tree-lengths (whichever is less) of a standing hazardous tree shall be closed until the condition is corrected. Disposal methods and locations should be described in the Annual Operating Plan.

7e. Forest Service Approval for Cutting or Pruning Vegetation

Forest Service approval is required prior to cutting or pruning of any trees. If desired, the Forest Service may perform the required cutting and/or removal work under a collection agreement with the holder.

The holder would not typically be responsible for hazard tree removal necessitated by atypical situations such as a major blow down or a large insect infestation. However, responsibility will be determined on a case-by-case basis.

7f. Stumps, Slash, and Logs

All stumps from hazard tree removal shall be flush cut to ground level in order to reduce tripping hazards. Slash and logs shall be bucked to a maximum 18 inch length and stacked for camper use, removed from the site, or scattered to a maximum height of 18 inches.

7g. Disposal of Slash and Bucked Logs

If slash and bucked logs resulting from hazard tree removal are not used by campers within a reasonable length of time, the holder must dispose of the slash and logs by an approved method. This requirement is necessary in order to meet Setting standards and to reduce wildfire hazards.

8. Signs and Posters

8a. Entrance Board Signing

The holder is required to have a sign posted on the entrance board of all sites stating that the site is under permit from the Forest Service. Each sign must include the name of the concessionaire and information on how to contact them.

8b. Title VI Compliance

The holder is required to post signage with approved wording that indicates compliance with Title VI regulations. The “And Justice for All” poster would serve this requirement.

8c. Signing Requirements

All signs must be maintained in a good condition (neat, clean, not faded or torn). Homemade signs or posters

may be temporarily used for unexpected situations (less than one week), but electronically-produced signs are preferred. These signing requirements help to ensure meeting Setting, Responsiveness, and Safety and Security standards.

8d. Signs and Advertising

Additional signs or other advertising posted on National Forest System lands should be reviewed by the authorized officer or designated permit administrator as to location, design, size, color, and content.

All directional, site way finding, regulatory and informational signs must be supplied by the holder. The Forest Service will furnish information about companies from whom these signs may be purchased as needed. If the holder wishes to use “P Code” signs from Unicor, a collection agreement may be entered into with the Forest Service for the purchase of these signs if the holder is not able to purchase them on their own.

9. Advertising

9a. Accurate Representation

The holder shall accurately represent the accommodations and services provided to the public within the permit area in all advertisements, signs, brochures, and any other materials. The fact that the permit area is located on the Nantahala National Forest shall be made readily apparent in all advertising and signing.

9b. Equal Opportunity Provider

All forms of advertising must contain the following text: “[Company name] is an equal opportunity provider.”

10. Fire Prevention

10a. Fire Prevention Plan

In order to meet Safety and Security standards, the holder must include a Fire Prevention Plan in the Annual Operating Plan that addresses, at a minimum:

- How the applicant will prevent wildfires and structural fires.
- Reporting procedures and emergency response should a fire occur.
- Training and experience of employees relative to fire.
- Prevention and suppression.
- Fire prevention and suppression tools and equipment that will be on-site.
- Safety of recreation visitors and employees (e.g., emergency evacuation plan and communication plan).

Applicants should include their Fire Prevention Plan in their application

11. Road and Trail Maintenance

11a. Safe and Passable Condition

At a minimum, the holder is responsible for maintaining vehicular and pedestrian access in a safe and passable condition. Access must also be maintained to Forest Service standards. This responsibility includes, but is not limited to, mowing road shoulders and around parking barriers for visibility; filling chuck holes with asphaltic materials on paved surfaces (includes parking spurs and walkways); grading and/or controlling dust on unpaved surfaces; and erosion control through grading, rolling grade dips, knicks, ditching, or use of check dams. Culverts should be cleaned at the beginning of each season and following large storm events.

11b. Road Maintenance Schedule

Applicants should propose a road maintenance schedule to accomplish road maintenance needs.

The holder may desire to enter into a collection agreement with the Forest Service to have the interior road grading completed in conjunction with other Forest Service road maintenance activities. If so, a proposal should be included in the application.

12. Emergency Response

12a. Responding to Emergencies

In order to meet required standards, the holder should be prepared to respond to any emergencies (e.g., medical, law enforcement, facility breakdown, fire, or flood) that might occur in and around the facilities covered under the permit. Applicants should describe how they will be prepared to respond to such emergency situations.

13. Law Enforcement

Forest Service, state, and local law enforcement and the holder each have enforcement roles at concession recreation sites. Appendix 8: Law Enforcement in Forest Service Concession Campgrounds, clarifies the law enforcement authorities and responsibilities at concession operated recreation sites.

13a. Concessionaire's Responsibility for Law Enforcement

Applicants should address how they will fulfill the concessionaire's responsibility for law enforcement, including rules of use to be imposed at recreation sites. To meet Safety and Security standards, the holder will be expected to inform visitors of the rules and regulations applicable to use and occupancy of the recreation sites under permit. Information regarding the Forest Service "Good Host" and "Customer Service" programs will be given to the holder at the beginning of each operating season. If a visitor does not comply with the rules and regulations, the holder should gather as much information as possible on the violator without jeopardizing their own safety and immediately (within 24 hours) contact the nearest appropriate law enforcement authority. The holder will be responsible for posting of Recreation Regulations and Rules in these areas, at the direction of the Forest Service.

The holder shall be responsible for reporting acts of vandalism or destruction of government or personal property to the appropriate Ranger District representative after notifying the appropriate county sheriff's department. The report shall be made to the authorized Forest Service official within 24 hours of the acts being discovered.

The holder will be responsible for ensuring that vehicle parking is not causing resource damage or inconvenience to other visitors. Vehicle parking will be restricted such that vehicles do not block through traffic

or damage vegetation.

14. Communication Systems

The holder is required to provide a means of communication (e.g., two-way radios or cellular phones) between all employees, the Forest Service, the National Recreation Reservation System, and emergency response agencies. This requirement will help to fulfill the Safety and Security standard which states, "Concessionaires have dependable communications."

14a. Reassuring Complete, Timely, and Accurate Communication

Applicants should describe how they will ensure complete, timely, and accurate communication between all affected interests. Applicants should also describe who will be the holder's on-site representative(s) and how that person will communicate with the Forest Service. The use of radio frequencies and equipment owned by the Forest Service will not be authorized.

15. Bear and Other Predators

The holder shall take all measures necessary to protect the environment, natural resources, and the health and safety of all persons affected by the use and occupancy authorized by this permit (see clause III.G. of Appendix 4: Concession Special Use Permit [FS-2700-4h]).

15a. Managing Predators

Applicants should describe how they will manage for predators. All reports of bear activity in campgrounds must be reported by the concessionaire to the Forest Service as soon as possible.

16. Diseases (Hantavirus and Plague)

No problems with hantavirus or plague have been identified in the past or at present. However, the potential for Hantavirus infection is considered a possibility. Applicants should describe how they will manage diseases in the permit area.

17. Rodent Control

No problems with rodent control have been identified in the past or at present. However, the presence of nuisance animals, usually rodents, is a possibility at any site. Applicants should describe how they will control rodents in the permit area.

18. Herbicides, Pesticides, and Noxious Weeds

In order to ensure environmental protection and public safety, herbicides and pesticides may not be used to control undesirable vegetation, aquatic plants, insects, rodents, trash fish, or other pests and weeds without prior written approval from the Forest Service. A request for approval of planned uses of pesticides shall be submitted annually by the holder on the due date established by the authorized officer. Any request for use shall cover a 12-month period of planned use, beginning three months after the reporting date. Only those materials registered by the U.S. Environmental Protection Agency for the specific purpose planned shall be considered for use on National Forest System lands (see clause V.D. in Appendix 4: Concession Special Use Permit [FS-2700-4h]).

The holder has the affirmative duty to prevent the infestation and/or spread of noxious weeds in the permit area. This duty includes demonstrating the ability to identify common noxious weeds in the area; performing timely treatment by mechanical or approved chemical means; and performing timely and successful revegetation of disturbed areas where noxious weed development can be expected. A collection agreement may be entered into with the Forest Service for certain noxious weed treatments if agreeable with all parties.

18a. Manage Noxious Weeds

Applicants should describe how they will manage noxious weeds and/or other nuisance vegetation or pests in the permit area.

19. Vandalism

The holder should take reasonable measures to discourage and prevent vandalism and disorderly conduct. When necessary, the holder should contact the appropriate law enforcement office. The holder is responsible for repairing all vandalism that occurs during the permit tenure.

19a. Minimizing Vandalism

All applicants should describe what measures they will take to minimize vandalism in the permit area.

20. Use of Fee Sites by Non-fee Guests

Use of toilets and/or potable water facilities in campgrounds by non-paying customers such as hikers will be allowed at day use charge. Visitor's directional, site way finding, regulatory and informational sign will be posted on bulletin boards. No use of dump stations is allowed by non-fee guests. Day use of a campsite, including use of picnic tables, is discouraged but could be subject to a reduced rate charge.

20a. Managing Non-pay Customers

Applicants should describe how they will manage non-paying customers in the developed sites.

21. Additional Revenue-Producing Sales, Services, and/or Fees

Describe and list all additional revenue-producing sales, services or fees you propose to provide. Examples of approved optional sales items are:

- sale of firewood
- sale of camping supplies
- sale of fishing supplies
- sale of state fishing licenses
- sale of state hunting licenses
- sale of propane (personal/camping size tank, not RV)
- sale of photographic supplies
- sale of misc food items (ice, bottled water, drinks, snacks, etc)
- sale of informational and interpretive materials (i.e., books, maps, post cards, etc.)
- sale of miscellaneous clothing

- sale of miscellaneous souvenirs
- fee for full service hook-ups
- fee for electricity
- fee for showers
- fee for concession provided fax services
- fee for concession provided phone services
- rental of personal water crafts
- rental of fishing equipment
- rental of bikes
- rental of canoe/boats
- vending machines

22. Other Required Services

23. Other Optional Sites

- McCall Cabin recreation Rental, providing portable restroom and maintaining the site.

23a. Beach restroom building and Storage

The prospective bidder would be responsible for:

- Maintaining building and area in a clean and serviceable condition.

24. Other Optional Services

24a. Recycling

Recycling of all materials is encouraged. The Forest Service may require that certain materials must be recycled. A recycling program will help to meet the intent of Health and Cleanliness, Setting, and Responsiveness standards.

The holder should cover all costs for any recycling programs.

Holder-supplied recycling receptacles will be subject to approval by the Forest Service. The holder will be responsible for emptying recycled materials from the receptacles and removing those materials from the campground to an appropriate recycling facility. Any proceeds from the sale of recycled materials may be retained by the holder.

24b. Interpretive Programs

Interpretive services can help to meet several standards. They may enhance visitor experience, increase visitor understanding of their National Forests, aid in fire prevention, and deter damage to facilities and resources. Interpreters educate, entertain, exhibit, inform, and otherwise communicate important natural resource messages to visitors. Presentations may address natural and cultural resources, fisheries and wildlife, fire management, water resources, or other topics relative to the National Forest. Interpretive services can take the form of campfire programs, guided walks, brochures, children's activities, displays, or other similar items.

Interpretive programs shall meet participant accessibility requirements.

The holder may not charge for interpretive services. The holder may subcontract the provision of interpretive services with other organizations such as museums, historic societies, and other agencies. Program content and subcontractors shall be approved by the Forest Service in advance. Program content shall be approved by the Forest Service.

The Forest Service or Forest Service-arranged interpreter retains the right to present programs at any campground or other recreation site on the National Forest, subject to coordination with the holder to avoid conflict with other scheduled activities.

24b1. Interpretive Services Plan

Applicants should submit an Interpretive Services Plan to describe any proposed services. The plan should describe the following:

- The location, type, and frequency of interpretive services.
- A synopsis of program contents.
- A description of program presenters and their qualifications.